

# VOLUNTARY SERVICE NEWSLETTER

for the volunteers of VA Healthcare Network Upstate New York

February/March/April 2009 • Volume 9, Issue 1

## Veterans Celebrate the Holidays with the Help of Volunteers

*Thanks to the generosity of Network 2's volunteers, our veterans enjoyed a happy holiday season.*



Veteran, Dan Mahoney (right) enjoys a visit from a local soldier during the holidays at the Adopt-A-Soldier event at the Albany VA Medical Center.



The Bath VA Community Living Center dining room was transformed into a "restaurant" for veterans and their families during the holidays. More than 225 participants were served a delicious meal by nursing and recreation staff members. Pictured is Joe Derserio (right) and his family enjoying the event.



Honeoye-Hemlock Post #1278 member Sandy Coryer (right) helps veteran David Woodworth (left) shop for gifts at the annual American Legion Auxiliary Gift Shop at the Canandaigua VA Medical Center.



The Syracuse VA Medical Center enjoyed holiday musical entertainment from a number of local schools. Pictured is the West Genesee Middle School choir and orchestra.



Girl Scout Troop #94 of Williamsville sold 812 boxes of Girl Scout cookies = \$2,436. The cookies were then donated to the veterans at the VA Western New York Healthcare System for the holidays.

**Editorial Board**

**Stephen Lemons, Ed.D., FACHE,**  
Network Director

**Linda Weiss,** Deputy Network Director

**Kathleen Hider,**  
Network Communications Manager

**Heather Schrader,** Editor

**Kathleen Laughlin,** Design/Layout

**Web Site**

[www.visn2.va.gov/vet/volunteer.asp](http://www.visn2.va.gov/vet/volunteer.asp)



The VAVS newsletter has been created for all volunteers and potential volunteers of VA Healthcare Network Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Produced by Network 2 Communications Department. Printed by veterans in the Pre-Vocational Apprenticeship Program, Bath VAMC.

**We Want to Hear from You!**

If you have any comments, questions, story ideas, etc. contact:

**Network 2 Communications**  
**Rochester VA Outpatient Clinic**  
465 Westfall Road, Rochester, NY 14620  
(585) 463-2663  
[Heather.Schrader@va.gov](mailto:Heather.Schrader@va.gov)

## Happy spring

We are looking forward to another successful year for VA Healthcare Network Upstate New York in 2009. We are excited about moving forward with some of our key improvements such as continued transformation to patient centered care in our inpatient community living centers, and with construction and renovation projects at some of our medical centers including the expansion of the parking garages at Buffalo and Syracuse VA Medical Centers. We welcome our new President and our new Secretary of Veterans Affairs and look ahead to their support and leadership for VA.



We are also anticipating meeting new challenges that will be facing VA. As a health care provider, we will be outreaching and enrolling more veterans who may now be retired, unemployed or who have lost their health care insurance due to the current economy, as well as the newest veterans returning from Iraq and Afghanistan. We will be asking for your help in caring and supporting our veteran patients, as you have always done. Your volunteer time, gifts, and financial support will be needed and continue to be very much appreciated.

We want to keep you informed about what is happening in the Network, at your VA Medical Center, and how we need your help this year. I would like to encourage you to complete the enclosed Voluntary Service Newsletter Readership Survey and return it to us. This will help us communicate the information you want and need.

I look forward to working with you again.

Sincerely,

Stephen L. Lemons, Ed.D, FACHE  
*Network Director*





## VA Voluntary Service Newsletter Readership Survey

*Thank you for taking the time to complete and return this survey. Your feedback is appreciated.*

**Please rank the following publication features in order of their importance/interest to you:**

- \_\_\_\_\_ Cover story
- \_\_\_\_\_ Message from Director
- \_\_\_\_\_ National VA News
- \_\_\_\_\_ Network/VISN News
- \_\_\_\_\_ Stories, Essays, etc. (written by other volunteers)
- \_\_\_\_\_ Facility News
- \_\_\_\_\_ Calendar of Events
- \_\_\_\_\_ Wish List
- \_\_\_\_\_ Volunteer Opportunities
- \_\_\_\_\_ Other \_\_\_\_\_

***Please rate the following statements on a scale of 1-5 (1 meaning you disagree and 5 meaning you agree completely):***

**As a result of this newsletter, I have a better working knowledge of VA**

1      2      3      4      5

**This newsletter helps me to be a better volunteer**

1      2      3      4      5

**This newsletter is important to me**

1      2      3      4      5

**I find this newsletter informative**

1      2      3      4      5

**Articles in this publication persuaded me to:**

Volunteer more often

1      2      3      4      5

Take on new assignments

1      2      3      4      5

Organize events

1      2      3      4      5

Volunteer for a specific event

1      2      3      4      5

Donate goods, services or funds

1      2      3      4      5

**Where do you get your most valuable information about VA? (check up to 3)**

- |  |                       |
|--|-----------------------|
| _____ Voluntary Service Manager/Office   | _____ Internet        |
| _____ My volunteer assignment supervisor | _____ This Newsletter |
| _____ Other VA employees                 | _____ News media      |
| _____ Mailings from VA                   | _____ Peers/Grapevine |
| _____ VAVS Meetings                      | _____ Other _____     |





**Tell us a bit about yourself:**

☐ Male ☐ Female

**Age**

☐ under 30 ☐ 30-45 ☐ 45-60 ☐ 60-79 ☐ 80+

**How long have you been a VA volunteer?**

☐ Less than 1 year ☐ 1-5 years ☐ 5-10 years ☐ More than 10 years

**Approximately, how many hours have you volunteered at VA in the past 3 months?**

☐ I have not volunteered in the past 3 months ☐ 1-12 hours ☐ 13-30 hours ☐ more than 30 hours

**Do you volunteer with/as a part of (check all that apply)?**

☐ Club/group  
☐ School  
☐ Employer  
☐ Other \_\_\_\_\_  
☐ I volunteer on my own

**Are you a veteran?** ☐ Yes ☐ No

If you are a veteran, do you receive health care from VA? ☐ Yes ☐ No

**Do you use the Internet on a regular basis?** ☐ Yes ☐ No

**Would you be interested in receiving the newsletter electronically (via email)?** ☐ Yes ☐ No

**Where do you volunteer?** *Check all that apply*

☐ Albany VA Medical Center ☐ Bath VA Medical Center  
☐ Canandaigua VA Medical Center ☐ Syracuse VA Medical Center  
☐ Western New York VA Medical Center (Buffalo or Batavia)  
☐ Outpatient Clinic (please indicate) \_\_\_\_\_

**Do you have any topics, suggestions or story ideas?** \_\_\_\_\_

**Please provide your name, address, phone and e-mail if you would like additional information:**

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**Completed surveys can be dropped off at your local VAVS Volunteer Office or mailed to:**

Network Communications  
Rochester VA Outpatient Clinic  
465 Westfall Road  
Rochester, NY 14620





## Spotlight on *Albany*

### New Shuttle Van

Thanks to a donation in memory of a veteran, Voluntary Service was able to purchase a new Dodge Grand Caravan for the parking lot shuttle program. The shuttle drivers are thrilled to have a new vehicle equipped with side doors that open with the touch of a button.



*New parking lot shuttle*

### National Salute to Hospitalized Veterans Week

Voluntary Service and Recreation/Music Therapy staff have a number of musical performances, special visits, and gift distributions by community/school groups and elected officials scheduled during National Salute to Hospitalized Veterans Week (February 8 - 14). Contact the volunteer office to help distribute Valentines to veterans.

### Flag Raising Ceremony

Everyone is invited to the Flag Raising on Iwo Jima Ceremony on Friday, February 20 at 9:00 a.m. in the auditorium. The event, sponsored by the Marine Corps League will honor veterans who were at this historic moment.

### Four Chaplains Award Ceremony

Please join us for the Four Chaplains Brotherhood Award Ceremony on Sunday, February 22 at 2:30 p.m. in the chapel. This prestigious community award is given annually to someone whose service to others demonstrates the spirit of the four chaplains who sacrificed their lives on the USS Dorchester in 1943. The event, sponsored by the Jewish War Veterans' Albany Post 105 will also host a reception in the auditorium immediately after the ceremony.

### Volunteer Recognition Event

Our Volunteer Recognition Ceremony will be held on April 26 at the Holiday Inn Turf on Wolf Road, in Colonie. Invitations will be sent in March. We will honor the service of 1,079 volunteers for their dedicated support of our medical center, national cemetery, Fisher House, community based outpatient clinics and other off-station sites.

## CALENDAR CORNER

**February 8 – 14**

National Salute to Hospitalized Veterans Week

**Friday, February 20 - 9:00 a.m.**

Iwo Jima Flag Raising Ceremony  
Auditorium

**Sunday, February 22 - 2:30 p.m.**

Four Chaplains Award Ceremony & Reception  
Chapel

**Thursday, April 9 - 1:00 p.m.**

POW/MIA Recognition Day Ceremony  
Auditorium

**Tuesday, April 14 - 1:00 p.m.**

VAVS Committee Meeting  
Auditorium

**April 19 – 25**

National Volunteer Week

**Sunday, April 26 - Noon**

Volunteer Recognition Dinner  
Holiday Inn Turf

### Volunteer Opportunities

- ☛ Adult Day Health Care Program: assist staff with programs and socialization
- ☛ Eye Clinic: Clerical
- ☛ Patient Escort (weekday afternoons)
- ☛ Shuttle Drivers (weekdays and on-call)
- ☛ Volunteer Transportation Drivers (Mondays): transport veterans (in DAV vans) to and from VA







## Spotlight on *Bath*

### 130th Anniversary Celebrations

The Bath VA Medical Center will be celebrating its 130th Anniversary in 2009 with special events scheduled throughout the year. National Salute to Hospitalized Veterans Week will kick-off the celebration with visits from local elected officials, an Elvis impersonator, as well as Valentine's Day celebrations.

The Annual Volunteer Awards Program will also take place in April. The community is invited to the Memorial Day festivities that will include the annual parade, as well as a formal program and concert in the gazebo.

### Volunteers Needed

We would like to take this opportunity to encourage you to invite your friends, families and other organization members to become active volunteers. We have lost several key volunteers this year and although we can't replace them, we need to fill those spots.

### CALENDAR CORNER

**February 8 - 14**

National Salute to Hospitalized Veterans Week/Kick off of Bath's 130th Anniversary Celebration

**February 12**

Elvis Concert for veterans

### Thank You

The volunteers and service organizations were especially generous to our veterans at the Bath VA Medical Center throughout the Christmas holiday this year. There were parties, gift donations, special visits and caroling. Approximately 300 inpatients received a gift on Christmas and 280 outpatients in the home based primary care program received a gift bag in the weeks prior to the holiday. Thank you to all the volunteers who came in to visit, host a party or wrap the gifts. We could not have done it without you.

The American Legion Auxiliary held their annual gift shopping and wrapping event for the patients. All eligible inpatients were able to pick out gifts for their loved ones. Gifts were then wrapped and mailed - all courtesy of the American Legion family.



*American Legion family*

### Volunteer Opportunities

- 👤 \* Community Living Center  
Clothing Room: Organization, delivery and possibly assistance with laundry
  - 👤 One-on-one visits with the  
\* Community Living Center residents: Outside, accompanying them to the dining room, etc.
  - 👤 Caregiver Respite Program:  
Provide the veteran's caregiver a break in the veteran's home
  - 👤 "On Call" volunteers: For one-time only needs in a hurry
- \* Community Living Center - formerly known as Nursing Home*

### Wish List

- ☐ Gift cards to area restaurants (Olive Garden, Applebee's, Red Lobster, Chat-A-Whyle, Stephanie's, etc.)
- ☐ Fishing Reels
- ☐ Large Print Bingo Cards
- ☐ Funding for: Psychosocial Rehab Recovery Center; Mental Health Intensive Case Management; Television, DVD player and stereo system; Emergent travel account; "Elvis" concert

Please contact Voluntary Service at (607) 664-4772 before you donate to verify that the need is still current.





## Spotlight on *Canandaigua*

### A Year of Support & Generosity

Thank you to all our volunteers for a year of extraordinary support and generosity! We look forward to a new year full of more exciting times and events. Here are just a few of the veteran activities that made 2008 a successful and memorable year.



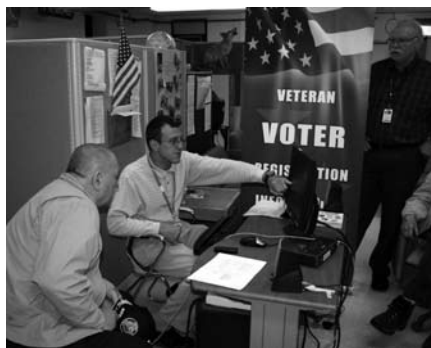
Six quilts were donated to the Hospice Unit of the Canandaigua VA Medical Center by the Church of the Ascension Peacemakers Quilt Group. Pictured is **Suzanne Underhill, R.N.**, advance illness care coordinator in the hospice unit with one of the quilts that will be placed on a veteran's bed during their final stage of life.



The annual volunteer awards banquet was held at the Burgundy Basin Inn on May 1. More than 200 people attended the event and approximately 135 volunteers received awards.



**Grace and Sam Russo** (center) have been Canandaigua VA volunteers for over 42 years – logging more than 14,000 hours of volunteer time. Their children, **Sam Jr.** (left) and **Diane** (right) joined their parents (along with other members of their family) again this year for the annual VAVS Gift Distribution to help veterans celebrate the holiday season.



Voluntary Service Intern, **Fred Lesinski** helps a veteran register to vote.



As part of the United Way Day of Caring in May, employees from Thomson Reuters (pictured) came to help us get the pontoon boat ready for the season. We also had a number of other volunteers assisting throughout the facility that day.

### Wish List

- ☐ Comfort care items
  - Deodorant, shampoo, shaving cream, body lotion
- ☐ Creamer, sugar, sugar substitute
- ☐ Hot chocolate
- ☐ Bowling/movie tickets
- ☐ Baking items:
  - vanilla, sugar, flour, cookie and bread mixes for machines
- ☐ Peanut butter and jelly
- ☐ English muffins and bread
- ☐ Gift cards from Walmart/Wegmans/Tops (specify ward)
- ☐ Prepaid phone cards
- ☐ Tickets to sporting events, zoo and outings
- ☐ Paper products, plates, napkins
- ☐ New socks
- ☐ New underwear
- ☐ 42 cent postage stamps
- ☐ Non-alcoholic beer (cans)
- ☐ Winter coats, shoes and boots
- ☐ Monetary donations

Spotlight on Cndga. continued on page 8





## Spotlight on *Canadga.* (continued)

### Volunteer Opportunities

All positions are for the Canandaigua VA Medical Center unless otherwise noted.

- 👤 Clerical (assignments are weekdays during the hours of 8:00 a.m. – 4:00 p.m.)
- 👤 Human Resources: 8 hours/week
- 👤 Nurse Manager's area: 4 hours/week
- 👤 Payroll: 4 hours/week
- 👤 Social Work Office at Rochester VA Outpatient Clinic: 3 hours on Mondays
- 👤 Veterans Service Center at Rochester VA Outpatient Clinic: 4 hours on Mondays or Wednesdays
- 👤 Scheduling assistant at Rochester VA Outpatient Clinic: 8 hours/week and requires computer skills and background check for computer access
- 👤 Companion: one-on-one time with a disabled veteran 1-2 days/week, 1-2 hours/visit
- 👤 Reminder phone calls/greeter (Dental): Monday, Wednesday, Friday 1:00 p.m. – 4:00 p.m.
- 👤 Meal-time assistant: Assist patients, all days around meal times
- 👤 Wheelchair escorts (physical therapy): weekdays, 9:00 a.m. – 11:00 a.m. & Noon – 2:00 p.m.
- 👤 Drivers (DAV Transportation Network) for Canandaigua and Rochester VA Outpatient Clinic: weekdays, 8:00 a.m. – 2:00 p.m. and some on-call
- 👤 Laundry
- 👤 Grounds crew
- 👤 Compassionate Companion (Hospice): As needed. Prefer hospice-trained volunteers, but all applicants considered
- 👤 Supply Cart at Rochester VA Outpatient Clinic: Mondays & Thursdays, 10:00 a.m. – 1:00 p.m., restock and clean supply carts
- 👤 Pharmacy assistant/greeter Rochester VA Outpatient Clinic: answer calls and assist pharmacy staff Tuesdays and Thursday 8:00 a.m. – 4:00 p.m. and Mondays noon to 4:00 p.m.
- 👤 Reminder phone calls at Rochester VA Outpatient Clinic: Wednesdays for about 3 hours between 9:00 a.m. - 3:00 p.m.

### CALENDAR CORNER

#### \*Bingo

**March 3 & April 7 - 7:00 p.m.**

**March 15 & April 5 - Noon**

Bldg. 5, Auditorium

**February 4 - 1:00 p.m.**

VAWS/Consumer Council Meeting

Bldg. 5, Auditorium

**February 8 – 14**

**National Salute to Hospitalized Veterans Week**

Schedule of events in Voluntary Service

**\*February 9 – 10:00 a.m.**

Magic Moments Show

Bldg. 5, Auditorium

**March 16 - 10:00 a.m. - 3:00 p.m.**

American Red Cross Blood Drive

Bldg. 5, Auditorium

**\*March 18 – 1:30 p.m.**

American Bandstand

Bldg. 5, Auditorium

**April 19 – 25**

**National Volunteer Week**

Refreshments served daily

Bldg. 7, Volunteer Lounge and Rochester VA Outpatient Clinic

**April 23 - 11:30 a.m.**

**Annual Volunteer Awards Banquet**

Burgundy Basin Inn

\*Escorts are needed 45 minutes prior to the event to take patients to the Auditorium. Without your assistance, many of the patients may not be able to participate.





Spotlight on  
*Syracuse*

## Volunteer Highlight

This quarter, we are highlighting Leslie Klisz from our Disabled American Veteran (DAV) office. Although Leslie has only been a volunteer since January 2008, she has made a significant and positive impact in the DAV office.

In 2006, Leslie retired from Carrier Corporation after 37 years as a database manager. During her retirement, Leslie tried a number of other volunteer positions. She knew that her husband Steve had created a database to manage the Syracuse DAV records and figured this was a great fit to utilize her skills in database management. With her love of a chaotic and busy office, combined with her skills in database management, she found her fit in the

Syracuse DAV office. Leslie loves having contact with people from different areas of the Medical Center – patients, drivers, VA staff and other volunteers. She says, “There’s always a ‘fire to put out’ and it makes me feel good, making a difference in people’s lives.”

Leslie's participation in the DAV office has allowed the DAV hospital service coordinator, Frank Caputo time to recruit drivers, visit sites, and focus on the more technical side of the DAV office. Leslie has been instrumental in getting the Syracuse DAV files up-to-date and entered into the database.

Born and raised in Derby, Vermont, Leslie now resides in Marcellus with her husband, Steve, another DAV volunteer.



*Volunteer and patient, Marlon Henn (left) received a plaque from Christine Herb, RN, BSN, CWON and Diane Simcox, RN, for his tireless dedication to veteran patients at the Syracuse VA Medical Center. Marlon created and made over 200 "slippee" devices that aid in a patient's ability to apply tight compression stockings, which are vital to treating venous circulation problems.*

## The Move

We are moving forward with our new Patient Library/Cyber Center. Voluntary Service staff moved into our newly refurbished office space in December and the new Patient Library will open when the new furniture arrives. The Cyber Center plans are still in development as the details to ensure patient confidentiality are worked out.

## Upcoming Events

We are also working on events for National Salute to Hospitalized Veterans Week (February 8 - 14). Events will include visits from local service organizations and entertainment by local musicians and schools.

March 5 and 6 is the Creative Arts Contest. Contact Recreation Therapy for more information.

Our Volunteer of the Year event is scheduled for April 30 at noon. We hope that you can join us.



## Wish List

- ☐ Monetary donations for:
  - Haircuts
  - Transportation to bring patients to events
  - Adult Day Health Care Program at the Rome VA Outpatient Clinic
- ☐ Portable DVD players
- ☐ Gift cards/gift certificates for local restaurants (Subway, Wendy's, Taco Bell, McDonalds)
- ☐ Current DVD movies



## Spotlight on Western NY

### Donation for the Lockport Community Based Outpatient Clinic

In honor of Veterans Day, the Vietnam Veterans of America Chapter #77 from North Tonawanda donated a water cooler to the Lockport Community Based Outpatient Clinic. Pictured (left to right front row): **Geri Lonnen**, nurse; **Carol Gilbert, RN**, Administrator; **Lia Leavesley**, Administrative Assistant; (back row) **Paul Rudnicki**, VALOR representative; **Tom Konopka**, President, Vietnam Veterans of America Chapter #77; **Stephen Skiffington, PhD**, Clinical Psychologist; **Jack Toth**, Vietnam Veterans of America Chapter #77; and **Dr. John Clark**.



### CALENDAR CORNER

#### February 9 - 12

National Salute to Hospitalized Veterans Week  
Open house at Batavia and Buffalo sites

#### February 13 - 1:00 p.m.

National Salute Open House  
Buffalo, Freedom Hall

#### February 14

Happy Valentine's Day

#### February 25 - 1:30 p.m.

VAVS Committee Meeting  
Batavia, Building 4, Auditorium

#### March 18 - 1:30 p.m.

VAVS Committee Meeting  
Buffalo, Freedom Hall

#### March 27 - 9:00 a.m.

American Red Cross Blood Drive  
Batavia, Building 4, Auditorium

#### April 9 - 1:00 p.m.

National Former Prisoners of War  
Recognition Day  
Buffalo, Freedom Hall

#### April 19 - 25

National Volunteer Recognition Week  
Week-long events at Batavia and Buffalo

#### April 20

Annual Volunteer Recognition Ceremony -  
6:30 p.m.  
Batavia, Bohn's Restaurant

### Wish List

- ☐ Art Therapy Supplies - Buffalo
- ☐ Birthday Cards (to recognize patient birthdays) - Batavia and Buffalo
- ☐ Bus Tokens (Niagara Frontier Transportation Authority) - Buffalo
- ☐ DVDs - Buffalo
- ☐ Phone Cards - Batavia and Buffalo
- ☐ Stamps/Stationary - Buffalo
- ☐ Treadmill(s) - Buffalo
- ☐ Comping Coupons - Batavia and Buffalo
- ☐ Welcome kits - Buffalo
- ☐ Comfort items - Buffalo
- ☐ Newspapers - Buffalo
- ☐ Funding for
  - Patient activities - Batavia and Buffalo
  - Daily newspaper subscriptions - Batavia and Buffalo
  - Magazine subscriptions - Batavia and Buffalo
  - Travel for patients in need - Buffalo
  - Coffee cart program - Batavia and Buffalo
  - DAV Volunteer Transportation Program - Batavia and Buffalo - Send donation directly to DAV Department of New York

Note: Before purchasing any item, please contact Voluntary Service to make sure that the item has not already been purchased.

Spotlight on WNY continued on page 11





## Spotlight on *wny*

(continued)

### Volunteer Opportunities

- ☛ Adult Day Health Care: Assist veterans and work with staff - Buffalo
- ☛ Clerical: Buffalo
- ☛ Computer Assistant: Assist patients with computer skills - Batavia
- ☛ Computer Assistant: Create electronic documents - Buffalo
- ☛ DAV Transportation Program Driver: Batavia and Buffalo
- ☛ Emergency Room and Women's Wellness Clinic: Transport/deliver services - Buffalo
- ☛ Greeters: Welcome veterans and visitors and help them get to appointments and other areas - Buffalo
- ☛ Guest Parking Lot Shuttle Driver: Buffalo
- ☛ Mailroom: Buffalo
- ☛ Patient/Ward Visitation(s): Batavia and Buffalo
- ☛ Patient Escort/Transport: Batavia and Buffalo
- ☛ Physical Therapy: Buffalo
- ☛ Reminder Phone Calls: Buffalo
- ☛ Recreational Aide: Assist with/organize activities for patients - Batavia and Buffalo
- ☛ Volunteer Office: assist staff with coordinating special activities and events, photocopying, correspondence, phone calls, faxing, etc.

### Vietnam Embassy Flag Donation

Dr. Kelly Trueng (center) presents a framed American flag to Vietnam Veterans of America Chapter #77 members Peter Montermurno (left) and Jack Michael (right). The flag recently flew outside the United States Vietnam embassy. The item will be placed on display at the Buffalo facility.



### Student Project

Holy Angels Academy hosted a Veterans Day "Dress Down" Project that yielded a cash donation of \$521. Pictured (left to right): Angela Maggio, class of 2012; Courtney Dennee, class of 2011; and Volunteer Program Manager, **Mark Francis**.



### Network 2 Volunteer Staff

#### Albany

**Karen Covey, Manager**  
(518) 626-5506

**Stephanie Bonenfant, Specialist**  
(518) 626-5508

#### Bath

**Sis Conrad-Randall, Manager**  
(607) 664-4772

**Mary Harkin, Program Assistant**  
(607) 664-4771

**Richard Conklin, Clerk**

#### Canandaigua

**Robin Johnson, Manager**  
(585) 393-7759

**Dan Ryan, Public Affairs**  
(585) 393-7209

**Patti Ciancaglini, Specialist**  
(585) 393-7761

**Fred Lesinski, Intern**  
(585) 393-7762

#### Syracuse

**Bob Hawes, Manager**  
(315) 425-4681

**Sheri Valle, Program Assistant**  
(315) 425-4898

#### Western New York (Buffalo and Batavia)

**Mark Francis, Manager**  
(716) 862-8667

**Shawn Gall, Intern**  
(716) 862-8671

**Kathleen Martin, Specialist**  
(585) 297-1196

**Kelly Clark, Specialist**  
(716) 862-8672





**VA Healthcare Network Upstate New York**  
Network 2 Communications  
465 Westfall Road  
Rochester, New York 14620

Official Business  
Penalty for private use  
\$300

FIRST CLASS  
U.S. POSTAGE  
PAID  
Permit No. 41  
Bath, NY 14810

## Reaching Us Is Easy

### VA Medical Centers:

#### Albany

113 Holland Avenue  
Albany, NY 12208  
(518) 626-5000

#### Batavia

222 Richmond Avenue  
Batavia, NY 14020  
(585) 297-1000

#### Bath

76 Veterans Avenue  
Bath, NY 14810  
(607) 664-4000

#### Buffalo

3495 Bailey Avenue  
Buffalo, NY 14215  
(716) 834-9200

#### Canandaigua

400 Fort Hill Avenue  
Canandaigua, NY 14424  
(585) 394-2000  
1-(800) 204-9917

#### Syracuse

800 Irving Avenue  
Syracuse, NY 13210  
(315) 425-4400

### Community-Based Outpatient Clinics:

#### Auburn

Auburn Memorial Hospital  
17 Lansing St.  
Auburn, NY 13021  
(315) 255-7002

#### Bainbridge

109 North Main Street  
Bainbridge, NY 13733  
(607) 967-8590

#### Binghamton

425 Robinson Street  
Binghamton, NY 13901  
(607) 772-9100

#### Carthage

3 Bridge Street  
Carthage, NY 13619  
(315) 493-4180

#### Catskill

Greene Medical Bldg.  
159 Jefferson Heights  
Catskill, NY 12414  
(518) 943-7515

#### Clifton Park

1673 Route 9  
Clifton Park, NY 12065  
(518) 383-8506

#### Cortland

1129 Commons Avenue  
Cortland, NY 13045  
(607) 662-1517

#### Dunkirk

Valor Health Center  
166 East 4th Street  
Dunkirk, NY 14048  
1-(800) 310-5001

#### Elizabethtown

P.O. Box 277, Park St.  
Elizabethtown, NY 12932  
(518) 873-3295

#### Elmira

Health Services Bldg.  
200 Madison Ave.  
Suite 2E  
Elmira, NY 14901  
(877) 845-3247

#### Fonda

Camp Mohawk Plaza  
Rt. 30A  
Fonda, NY 12068  
(518) 853-1247

#### Glens Falls

84 Broad Street  
Glens Falls, NY 12801  
(518) 798-6066

#### Ithaca

10 Arrowwood Drive  
Ithaca, NY 14850  
(607) 274-4680

#### Jamestown

The Resource Center  
896 East Second Street  
Jamestown, NY 14701  
(716) 661-1447

#### Kingston

63 Hurley Avenue  
Kingston, NY 12401  
(845) 331-8322

#### Lackawanna

Our Lady of Victory  
Family Care Center  
227 Ridge Road  
Lackawanna, NY 14218  
(716) 822-5944

#### Lockport

5883 Snyder Drive  
Lockport, NY 14094  
(716) 438-3890

#### Malone

3372 St. Rt. 11, Main St.  
Malone, NY 12953  
(518) 483-1529

#### Massena

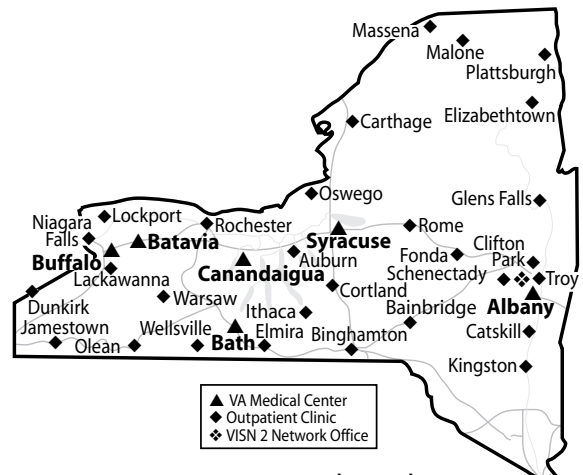
1 Hospital Drive  
Massena, NY 13662  
(315) 769-4253

#### Niagara Falls

2201 Pine Avenue  
Niagara Falls, NY 14301  
1-(800) 223-4810

#### Olean

465 North Union Street  
Olean, NY 14760  
(716) 373-7709



#### Oswego

Seneca Hills Health  
Services Center  
County Route 45A  
Oswego, NY 13126  
(315) 343-0925

#### Plattsburgh

80 Sharron Avenue  
Plattsburgh, NY 12901  
(518) 561-6247

#### Rochester

465 Westfall Road  
Rochester, NY 14620  
(585) 463-2600

#### Rome

125 Brookley Road  
Bldg. 510  
Rome, NY 13441  
(315) 334-7100

#### Schenectady

1322 Gerling St. Sheridan Plaza  
Schenectady, NY 12308  
(518) 346-3334

#### Troy

295 River Street  
Troy, NY 12180  
(518) 274-7707

#### Warsaw

Wyoming County  
Community Hospital  
400 N. Main Street  
Warsaw, NY 14569  
(585) 297-1050

#### Wellsville

3458 Riverside Drive, Route 19  
Wellsville, NY 14895  
1-(877) 845-3247

### VA Health Care On The Web

[www.visn2.va.gov](http://www.visn2.va.gov)

### For Reliable Health Information On The Web

[www.myhealth.va.gov](http://www.myhealth.va.gov)

### Veterans Service Contact Center

**1-888-823-9656**

For information on eligibility, VA health care, benefits,  
enrollment or questions on your billing statement